


	<p>ITIL – make it so!</p> <p>A user experience detailing the technical and cultural challenges that might be experienced at the start of a journey towards ITIL conformance</p>

<small>Slide 2</small>	<p><i>ITIL - the beginning</i></p> <p>.... To boldly go...</p> 

<small>Slide 3</small>	<p>ITIL Central Principles</p> <p>IT is the business and the business is IT</p> <ul style="list-style-type: none">• Align IT Services with the current and future needs of the customer• Improve the Quality of IT Services delivered• Reduce the long term cost of IT Service provision

Slide 4

So What's the What?

- Technical and cultural barriers & well established systems, we aren't talking a blank piece of paper
- Not talking specifics about tools or solutions here
- Who are the players you might find in a large company?
- It should be noted that any resemblance to characters real or imaginary is purely in the authors imagination

Slide 5

Incident Management

- techies...pure logic (real world???) – users vs developers



Slide 6

Change



- similar to the techies, but that causes greater antagonism! Organisational barriers...



Slide 7

Service Desk

- Aggressive in defence, resistant to change
- Also Ops, TSS, ASG etc



Slide 8

Financial Management

- Bean counters...



Slide 9

Capacity Management


- The good guys!



Slide 10

Other Stuff


- Availability -
- SLAs
- Release
- Service Continuity




- Home grown
- COTS

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Service Managers




- **Boo Hiss - villains! Worse, brainwashing villains (the techie perception...)**
- **Resistance is Futile**
- **Lack of technical understanding, huge cultural gulf, historically a lack of communication between users and developers**



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What do we need to do?

- **Cultural Communication**
 - inform
 - educate
 - show the value of a joined up approach
- **Technical Communication**
 - A Universal Translator
 - Configuration Management



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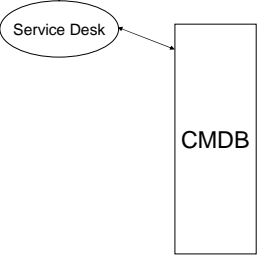
Configuration Management - the United Federation of Planets!



- Terminology can be a problem still
- Establish what you actually mean by Configuration Management.
 - Server/Client/Network
 - Software
 - Business Intelligence
 - IT Service

Slide 14

Process Relationships




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graph LR
    SD([Service Desk]) --> CMDB[CMDB]
  
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Service Desk

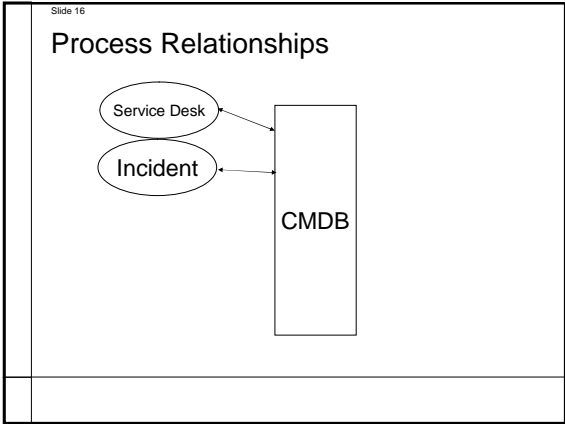
Function: Single point of contact for customers to report difficulties, complaints or questions



They use Configuration Management to:

- Look up customer records
- Link Incident Records to Configuration Items
- Find appropriate contacts
- Identify critical services





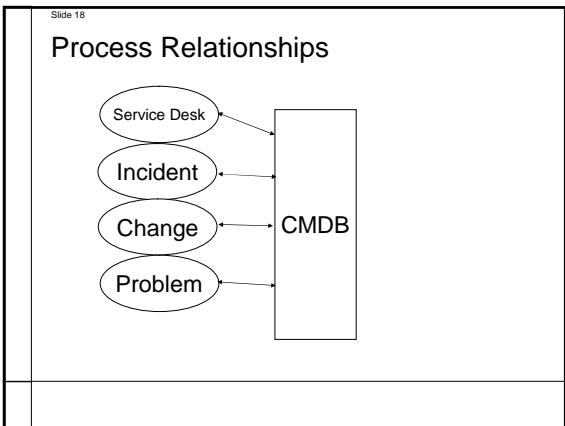
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Incident Management

Function – responsible for restoring normal service as quickly as possible and minimising the impact on business operations

They use Configuration Management to:

- Link records
- Match known errors and problems
- Refer to SLAs and OLAs
- Critical Services





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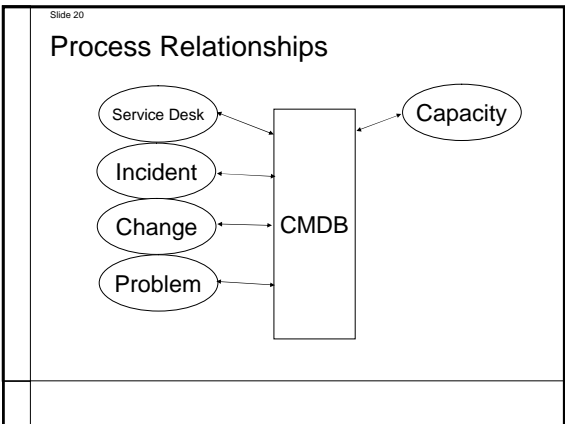
Problem and Change

Identify root cause and prevent further incidents
Manage high volume of change in a controlled manner

They use Configuration Management to:

- Perform proactive trend analysis
- Provide impact assessment of change
- Facilitate risk and cost assessment
- Undertake root cause analysis
- Link problem and change records to Config Items





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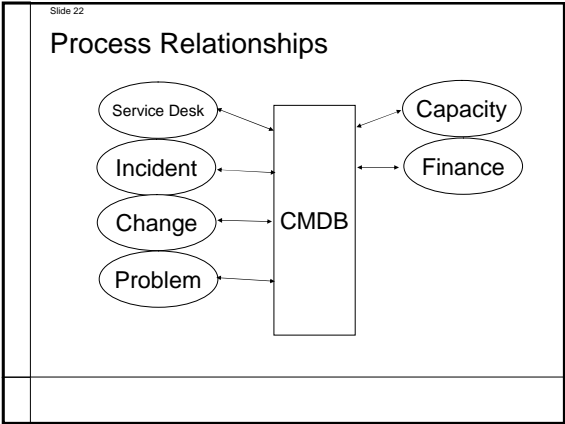
Capacity Management

Focal point for all IT Performance and Capacity Issues.
Needs understanding of long term strategy and information on latest ideas, trends and technologies

They use Configuration Management to:


- Provide info on Config Items to conduct CFIA
- Capacity Plan is a CI
- Integration between CMDB and CDB



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Financial Management

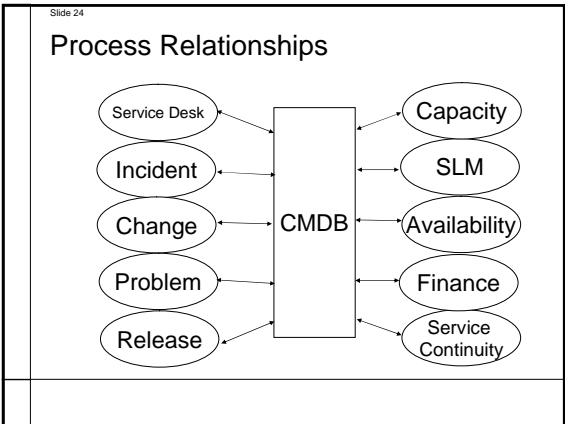


Understanding true cost of IT Service Provision by predicting and controlling expenditure

They use Configuration Management to:

- Negotiate licence fees & agreements
- Maintenance Contracts
- Recover internal costs





Slide 25

Culture Change?

- Resistance is futile, you will be assimilated



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Culture Change?

- Make it so!

A respected figure might make this work but unless you are used to a command and control environment this won't necessarily be effective



Slide 27

Culture Change?

- Adopt and adapt



Slide 28

Lessons:

- The Self Assessments are a very useful tool in establishing where you are. Prepare to be surprised! Perception...
- ITIL is not by nature prescriptive, it can and should be treated with a degree of interpretation & common sense, in the light of your own environment. BS15000 is the standard. Also it's not perfect!
- Configuration Management (or at the least good asset management) is a big step forward in helping your established systems talk to each other, and therefore keeping a number of your warring factions content! It needs integrated Change and Release to be truly effective

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More Lessons:

- Senior Management buy in is key, and therefore reporting back to the business in terms they understand is also key
- ITIL implementation should be considered as a large scale programme (anyone remember TQM?)
- Convergence – skilled people, educated customers, industry awareness

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The Undiscovered Country

- Greater integration? Other options?
- Continued culture change - ITIL is not strong on culture but it cannot be ignored
- Are we seeing benefits? How do we measure the value of an ITIL based approach? The Business Perspective...

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